

UTILITY PATENT APPLICATION TRANSMITTAL

Attorney Docket No.	021479-000300US	
First Inventor	Rikhy, Sudeep	_
Title	"PULL" ARCHITECTURE CONTACT CENTER	
Express Mail Label No.	EV 348 062 651 US	

(Only for new nonprovisional applications under 37 CFR 1.53(b))

APPLICATION ELEMENTS				1	חחפו	ESS TO			Patent Application Oner for Patents	
See MPEP chapter 600 concerning design patent application contents.				DUNE			P.O. Box 14 Alexandria,	50 VA 22313-1450		
2. 🛛 🤅	Fee Transmittal Form (e.g., PTO/SB/17) Submit an original and a duplicate for fee processing) Applicant claims small entity status. See 37 CFR 1.27. Specification [Total Pages 23]				7. CD-ROM or CD-R in duplicate, large table or Computer Program (Appendix) 8. Nucleotide and/or Amino Acid Sequence Submission (if applicable, all necessary) a. Computer Readable Form (CRF)					
	(preferred arrangement set forth below) - Descriptive title of the Invention				b. Specification Sequence Listing on:					
_	- Descriptive face of the invention - Cross Reference to Related Applications - Statement Regarding Fed sponsored R & D				i. ☐ CD-ROM or CD-R (2 copies); or					
-	- Reference to sequence listing, a table, or a computer program listing appendix				ii. ☐ paper number of pages					
-	- Background of the Invention - Brief Summary of the Invention			_	c. Statements verifying identity of above copies					
	 Brief Description of the Detailed Description 	Brief Description of the Drawings (if filed) Detailed Description			ACCOMPANYING APPLICATIONS PARTS					
	 Claim(s) Abstract of the Disclost 				9. Assignment Papers (cover sheet & document(s)) 10. S7 CFR 3.73(b) Statement Power of					
4. 🛛 1	Drawing(s) <i>(35 U.S.</i>	C 113)	al Sheets 9					an assigne		
	or Declarátion			11.	. 🔲	English Tr	ransla	ation Docur	ment (if applicable)	
а. 🗔	Newly executed ((original or copy	y)	12.	_	Informatio		closure)/PTO-144	Copies of IDS Gitations	
b	Copy from a prior	• • •		_ 13.	_	Preliminar		•	o Citations	
i	(for a continuation/divisional with Box 18 completed i. ☐ DELETION OF INVENTOR(S)					Return Receipt Postcard (MPEP 503)				
	Signed statement attached deleting inventor(s) named in the prior application, see 37 CFR 1.63(d)(2) and 1.33(b).				(Should be specifically itemized) 15. Certified Copy of Priority Document(s) (if foreign priority is claimed)					
6. 🛛 /	, , , ,				16. Nonpublication Request under 35 U.S.C. 122 (b)(2)(B)(i). Applicant must attach form PTO/SB/35					
,					or its equivalent 17. ☑ Other: Title Page (1 p); Appendix A (30 pp); Appendix B (27 pp); and Appendix C (8 pp)					
18. If a CON	18. If a CONTINUING APPLICATION, check appropriate box, and supply the requisite information below and in the first sentence of the specification following the title, or in an Application Data Sheet under 37 CFR 1.76:									
☐ Continuation ☐ Divisional ☐ Continuation-in-part (CIP) of prior application No:										
Prior application information: Examiner Art Unit: For CONTINUATION OF DIVISIONAL APPS only: The entire disclosure of the prior application, from which an oath or declaration is supplied under Box 5b, is considered a part of the disclosure of the accompanying continuation or divisional application and is hereby incorporated by reference. The incorporation can only be relied upon when a portion has been inadvertently omitted from the submitted application parts.										
			19. CORRESPO							
⊠ Customer Number 203			350	OR Correspondence address below						
Name							-,			
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Address			· · · · · · · · · · · · · · · · · · ·							
City			State	T			Zip	Code		
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Name (Print/Type) Daniel Mao 5			Regis	egistration No. (Attorney/Agent) 51,995			51,995			
Signature Dancol Mac				_	_			Date	October 21, 2003	

NONPUBLICATION REQUEST UNDER 35 U.S.C. 122(b)(2)(B)(i)

First N	lamed Inventor	Sudeep Rikhy					
Title	"PULL" ARCHITECTURE CONTACT CENTER						
Attv D	ocket Number	021479-000300US					

I hereby certify that the invention disclosed in the attached application has not and will not be the subject of an application filed in another country, or under a multilateral agreement, that requires publication at eighteen months after filing.

I hereby request that the attached application not be published under 35 U.S.C. 122(b).

October 21, 2003

Date

Signature

650-326-2400

Telephone Number

Daniel Mao, Reg. No. 51,995

Typed or printed name

This request must be signed in compliance with 37 CFR 1.33(b) and submitted with the application **upon filing**.

Applicant may rescind this nonpublication request at any time. If applicant rescinds a request that an application not be published under 35 U.S.C. 122(b), the application will be scheduled for publication at eighteen months from the earliest claimed filing date for which a benefit is claimed.

If applicant subsequently files an application directed to the invention disclosed in the attached application in another country, or under a multilateral international agreement, that requires publication of applications eighteen months after filing, the applicant **must** notify the United States Patent and Trademark Office of such filing within forty-five (45) days after the date of the filing of such foreign or international application. **Failure to do so will result in abandonment of this application (35 U.S.C. 122(b)(2)(B)(iii)).**